



CITY OF HOUSTON

Public Works and Engineering
Department

Utility Customer Service
P O Box 4863
Houston, Texas 77210-4863
www.houstontx.gov

June 2, 2015

UNITED STATES ENVIRONMENTAL
MOORE GARY WAYNE 6SF-PR
1445 ROSS #1200
DALLAS TX 75202

9392222



Account Number 432869026018

Service Address 4904 GRIGGS RD

Reference Transient Read Program

Dear Customer

Below is your Customer Read Card for your next billing. Please enter the numbers from your meter in the six squares starting from the left. Be sure to record all digits shown on your meter and return by 6/16/2015.

You may choose any of the following three methods to send us your meter read:

1. **Mail** - Complete the bottom portion, detach and mail in return envelope.
2. **Fax** - Complete the bottom portion, fax to (713) 371-1122.
3. **Call In** - Dial (713) 371-1355 and provide the following information:
Account Number, Service Address, Meter Read and your Telephone Number.

Remember that your meter read must be received in our office by in order for us to bill your account accurately and timely. For billing and service inquiries, please call our Customer Service Center at 713-371-1400.

Sincerely,

Utility Customer Service

ACCOUNT NUMBER	METER NUMBER	MAKE	SIZE	RETURN BY DATE	WORK CYCLE
432869026018	45748733	RW	02	6/16/2015	19

ENTER METER READING BELOW					

DATE READ _____
READ BY _____
TELEPHONE NO _____

RETURN THIS PORTION TO

Customer Read/Transients
4200 Leeland
Houston, TX 77023

UNITED STATES ENVIRONMENTAL
MOORE GARY WAYNE 6SF-PR
1445 ROSS #1200
DALLAS TX 75202

INDICATE INFORMATION CHANGES

MAILING ADDRESS _____
PHONE NUMBER _____
CONTACT PERSON _____



CITY OF HOUSTON

Public Works and Engineering
Department

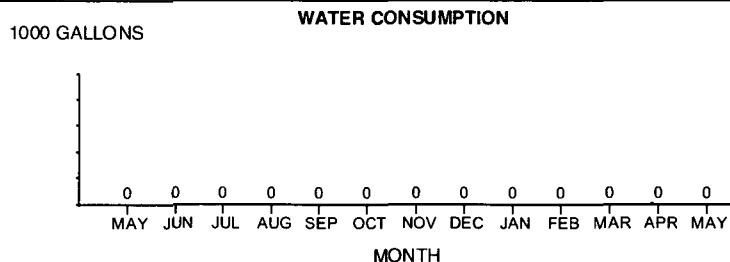
PAY BY PHONE 713-371-1265
PAY ONLINE AT WWW.HOUSTONWATERBILLS.ORG
FOR QUESTIONS REGARDING DRAINAGE AND CIP PLEASE VISIT WWW.REBUILDDHOUSTON.ORG

UTILITY BILL

FOR WATER AND WASTEWATER INQUIRIES PLEASE CALL 713-371-1400
FOR DRAINAGE INQUIRIES, PLEASE CALL 713-371-1111
FOR WATER LEAKS, PLEASE CALL 311

2965 CD-3 WD-19

Account Number		Service Address		Rate/Class	Meter Size (Inches)
4328-6902-6018		4904 GRIGGS RD		TRANSIENT	
No. Units	Previous Reading	Current Reading		Gallons	Read Date
	101	101 ESTIMATED		0	05/29/2015
Payments Received		Adjustments		Current Charges	
Previously Billed Amount		Total Payments	Total Adjustments	Total Current Charges	Total Amount Due
0 00		0 00	0 00	0 00	\$0.00
Billing Date		06/01/2015		Due Date	06/22/2015
PROPERTY DRAINAGE CHARGE					



After 06/22/2015 a 10% late fee will be assessed
on all current unpaid service charges

Your usage has been estimated this month based on your average
consumption

The W A T E R Fund provides assistance to low income senior
citizens and other low income customers who cannot afford to pay
their water bills. Contributions to the W A T E R Fund can be made
by checking the box on your water bill stub and including an extra
dollar with your payment. Donations can also be made online at
www.houstonwaterbills.org

PAY ONLINE AT WWW.HOUSTONWATERBILLS.ORG

Return this portion with payment. Write account number on all checks.
Payable to CITY OF HOUSTON

\$1.00 Gift to W A T E R Fund ☐

If you have received a drainage charge please note:
The drainage charge reflects a 1000 foot adjustment in
impervious surface area that reduced the amount due.

P O Box 1560
Houston, TX 77251



P4J8AP00204325 - 711212 - 13 E14167 I96832

UNITED STATES ENVIRONMENTAL PROJECT
MOORE GARY WAYNE 6SF-PR
1445 ROSS #1200
DALLAS TX 75202

TOTAL AMOUNT DUE:	\$0.00
Amount Paid:	
Due Date:	06/22/2015

432869026018 0000000000 0000000000

GO GREEN - SAVE GREEN!

eBilling and online bill payment are great ways to help the City increase efficiencies. It's a quick and easy way to save time and money. You'll be helping to save our environment too!

Sign up at houstonwaterbills.org

You can now use your Visa, MasterCard, or Discover credit card or Visa or MasterCard debit cards to pay your City of Houston utility bill. Go to www.houstonwaterbills.org and follow the links to either "Create Online Profile" or "Quick Pay". If you create an online profile, you will also be able to check water usage, manage your account, and get your bill by email too!

Internet access, account verification and a valid e-mail address are required for online payments and account services. Payments may also be made through our automated telephone system at **713-371-1265**.

IMPORTANT INFORMATION ABOUT YOUR RIGHTS AND RESPONSIBILITIES AS A CITY OF HOUSTON UTILITY CUSTOMER

To ensure that you receive regular updates from the City of Houston regarding your account, it is necessary to keep all contact information current on your water/sewer accounts including phone numbers, e-mail addresses, etc. Commercial and multi-family customers must request changes in writing.

The City of Houston has installed electronic meter reading devices throughout the city in order to obtain your meter reads for billing. It is a violation of City Ordinance and State Law to tamper or damage the water service connection. If damage or tampering is noted, fines may be assessed. Please ensure the water meter box and its contents are left unobstructed and undisturbed.

If you feel that you have been incorrectly billed for water or sewer services, or are unsatisfied with a correction to your bill, you have the right to an administrative review or informal hearing to address your complaint. A complaint must be filed within 90 days from the date of the first disputed bill. If you are waiting for a decision on a bill adjustment, you must continue to pay your current bill(s) while awaiting resolution of your adjustment to avoid interruption of your service, additional penalties, and/or late fees.

Hearings will not be provided for requests that are inconsistent with City Ordinance Sec. 47-70.1, such as denial or the amount of assistance from the W A T E R Fund, terms of deferred payment agreements, customers' inability to pay for services, the amount of deposit required, or the rate schedule. Please visit our website at www.houstonwaterbills.org for a complete list of non-disputable items.

Allowing your account to fall into delinquent status for any reason may result in additional fees, additional deposit requirements, and/or termination of service. **In the event service is disconnected, service may not be reinstated for one to two business days after the account has been paid in full or satisfactory arrangements have been made.**

If your services are in danger of termination because you cannot pay, you may be eligible for assistance from the W A T E R Fund. Proof of income is required and assistance is subject to availability of funds.



CITY OF HOUSTON

Public Works and Engineering
Department

Utility Customer Service
P O Box 4863
Houston, Texas 77210-4863
www.houstontx.gov

May 15, 2015

UNITED STATES ENVIRONMENTAL
MOORE GARY WAYNE 6SF-PR
1445 ROSS #1200
DALLAS TX 75202

Account Number: 432869026018

Service Address: 4904 GRIGGS RD

Reference: Customer Read Program

Dear Customer:

Below is your Customer Read Card for your next billing. Please enter the numbers from your meter in the six squares starting from the left. Be sure to record all digits shown on your meter and return by 05/27/2015.

You may choose any of the following three methods to send us your meter read:

- 1 **Mail** - Complete the bottom portion, detach and mail in return envelope
- 2 **Fax** - Complete the bottom portion, fax to (713) 371-1349
- 3 **Call In** - Dial (713) 371-1355 and provide the following information:
Account Number, Service Address, Meter Read and your Telephone Number.

Remember that your meter read must be received in our office by 05/27/2015 in order for us to bill your account accurately and timely. For billing and service inquiries, please call our Customer Service Center at 713-371-1400.

Sincerely,

Utility Customer Service

ACCOUNT NUMBER	METER NUMBER	MAKE	SIZE	RETURN BY DATE	WORK CYCLE
432869026018	45748733	RW	02	05/27/2015	19

ENTER METER READING BELOW					

DATE READ _____
READ BY _____
TELEPHONE NO _____

RETURN THIS PORTION TO

Customer Read/Transients
4200 Leeland
Annex Bldg
Houston, TX 77023

UNITED STATES ENVIRONMENTAL
MOORE GARY WAYNE 6SF-PR
1445 ROSS #1200
DALLAS TX 75202

INDICATE INFORMATION CHANGES

MAILING ADDRESS _____
PHONE NUMBER _____
CONTACT PERSON _____



CITY OF HOUSTON

Public Works and Engineering
Department

Utility Customer Service
P O Box 4863
Houston, Texas 77210-4863
www.houstontx.gov

May 4, 2015

UNITED STATES ENVIRONMENTAL
MOORE GARY WAYNE 6SF-PR
1445 ROSS #1200
DALLAS TX 75202

Account Number: 432869026018

Service Address: 4904 GRIGGS RD

Reference: Transient Read Program

Dear Customer:

Below is your Customer Read Card for your next billing. Please enter the numbers from your meter in the six squares starting from the left. Be sure to record all digits shown on your meter and return by 5/16/2015

You may choose any of the following three methods to send us your meter read:

1. **Mail** - Complete the bottom portion, detach and mail in return envelope
2. **Fax** - Complete the bottom portion, fax to (713) 371-1122.
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Account Number, Service Address, Meter Read and your Telephone Number

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Sincerely,

Utility Customer Service

ACCOUNT NUMBER	METER NUMBER	MAKE	SIZE	RETURN BY DATE	WORK CYCLE
432869026018	45748733	RW	02	5/16/2015	19

ENTER METER READING BELOW					

DATE READ _____
READ BY _____
TELEPHONE NO _____

RETURN THIS PORTION TO:

Customer Read/Transients
4200 Leeland
Houston, TX 77023

UNITED STATES ENVIRONMENTAL
MOORE GARY WAYNE 6SF-PR
1445 ROSS #1200
DALLAS TX 75202

INDICATE INFORMATION CHANGES

MAILING ADDRESS _____
PHONE NUMBER _____
CONTACT PERSON _____



CITY OF HOUSTON

Public Works and Engineering
Department

PAY BY PHONE 713-371-1265

PAY ONLINE AT WWW.HOUSTONWATERBILLS.ORG

FOR QUESTIONS REGARDING DRAINAGE AND CIP, PLEASE VISIT WWW.REBUILDDHOUSTON.ORG

UTILITY BILL

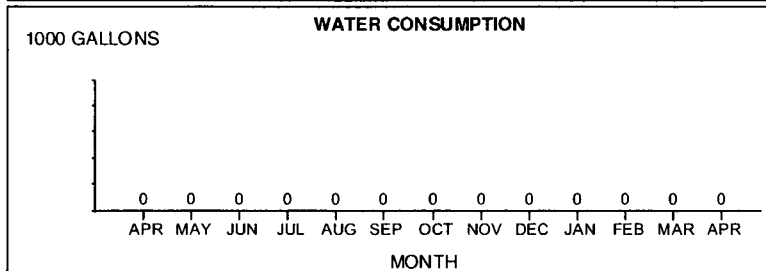
FOR WATER AND WASTEWATER INQUIRIES, PLEASE CALL 713-371-1400

FOR DRAINAGE INQUIRIES, PLEASE CALL 713-371-1111

FOR WATER LEAKS, PLEASE CALL 311

4800 CD-3 WD-19

Account Number		Service Address		Rate/Class	Meter Size (Inches)
4328-6902-6018		4904 GRIGGS RD		TRANSIENT	
No. Units	Previous Reading	Current Reading	Gallons	Read Date	
	101	101 ESTIMATED	0	04/28/2015	
Payments Received		Adjustments	Current Charges		
Previously Billed Amount	Total Payments	Total Adjustments	Total Current Charges	Total Amount Due	
0 00	0 00	0 00	0 00	S0.00	
Billing Date		04/29/2015	Due Date	05/19/2015	
PROPERTY DRAINAGE CHARGE.					



After 05/19/2015 a 10% late fee will be assessed on all current unpaid service charges

Your usage has been estimated this month based on your average consumption

The W A T E R Fund provides assistance to low income senior citizens and other low income customers who cannot afford to pay their water bills. Contributions to the W A T E R Fund can be made by checking the box on your water bill stub and including an extra dollar with your payment. Donations can also be made online at www.houstonwaterbills.org

PAY ONLINE AT WWW.HOUSTONWATERBILLS.ORG

Return this portion with payment Write account number on all checks
Payable to CITY OF HOUSTON

\$1 00 Gift to W A T E R Fund ☐

If you have received a drainage charge please note:
The drainage charge reflects a 1000 foot adjustment in
impervious surface area that reduced the amount due.

P O Box 1560
Houston, TX 77251



P4FD8Y00305897 - 230186 - 13 E14167 I96832



UNITED STATES ENVIRONMENTAL PROJECT
MOORE GARY WAYNE 6SF-PR
1445 ROSS #1200
DALLAS TX 75202

TOTAL AMOUNT DUE:	\$0.00
Amount Paid.	
Due Date:	05/19/2015

432869026018 0000000000 0000000000

GO GREEN - SAVE GREEN!

Billing and online bill payment are great ways to help the City increase efficiencies. It's a quick and easy way to save time and money. You'll be helping to save our environment too!

Sign up at houstonwaterbills.org

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CITY OF HOUSTON

Public Works and Engineering
Department

Utility Customer Service
P O Box 4863
Houston, Texas 77210-4863
www.houstontx.gov

April 2, 2015

UNITED STATES ENVIRONMENTA
MOORE GARY WAYNE 6SF-PR
1445 ROSS #1200
DALLAS TX 75202

Account Number 432869026018

Service Address. 4904 GRIGGS RD

Reference Transient Read Program

Dear Customer

Below is your Customer Read Card for your next billing. Please enter the numbers from your meter in the six squares starting from the left. Be sure to record all digits shown on your meter and return by 4/16/2015.

You may choose any of the following three methods to send us your meter read:

1. **Mail** - Complete the bottom portion, detach and mail in return envelope
2. **Fax** - Complete the bottom portion, fax to (713) 371-1122
3. **Call In** - Dial (713) 371-1355 and provide the following information.
Account Number, Service Address, Meter Read and your Telephone Number.

Remember that your meter read must be received in our office by in order for us to bill your account accurately and timely. For billing and service inquiries, please call our Customer Service Center at 713-371-1400

Sincerely,

Utility Customer Service

ACCOUNT NUMBER	METER NUMBER	MAKE	SIZE	RETURN BY DATE	WORK CYCLE
432869026018	45748733	RW	02	4/16/2015	19

ENTER METER READING BELOW					

DATE READ _____
READ BY _____
TELEPHONE NO _____

RETURN THIS PORTION TO

Customer Read/Transients
4200 Leeland
Houston, TX 77023

UNITED STATES ENVIRONMENTA
MOORE GARY WAYNE 6SF-PR
1445 ROSS #1200
DALLAS TX 75202

INDICATE INFORMATION CHANGES

MAILING ADDRESS _____
PHONE NUMBER _____
CONTACT PERSON _____



CITY OF HOUSTON

Public Works and Engineering
Department

PAY BY PHONE 713-371-1265

PAY ONLINE AT WWW.HOUSTONWATERBILLS.ORG

FOR QUESTIONS REGARDING DRAINAGE AND CIP, PLEASE VISIT WWW.REBUILDDHOUSTON.ORG

UTILITY BILL

FOR WATER AND WASTEWATER INQUIRIES, PLEASE CALL 713-371-1400

FOR DRAINAGE INQUIRIES, PLEASE CALL 713-371-1111

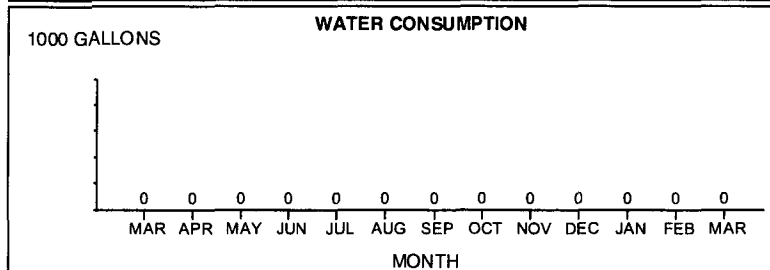
FOR WATER LEAKS, PLEASE CALL 311

2817 CD-3 WD-19

Account Number		Service Address		Rate/Class	Meter Size (Inches)
4328-6902-6018		4904 GRIGGS RD		TRANSIENT	
No. Units	Previous Reading	Current Reading		Gallons	Read Date
	101	101 ESTIMATED		0	03/30/2015
Payments Received		Adjustments		Current Charges	

Previously Billed Amount	Total Payments	Total Adjustments	Total Current Charges	Total Amount Due
0 00	0 00	0.00	0 00	\$0.00
Billing Date		03/31/2015	Due Date	04/20/2015

PROPERTY DRAINAGE CHARGE



After 04/20/2015 a 10% late fee will be assessed
on all current unpaid service charges

Your usage has been estimated this month based on your average
consumption

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citizens and other low income customers who cannot afford to pay
their water bills. Contributions to the W A T E R Fund can be made
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Payable to CITY OF HOUSTON

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If you have received a drainage charge please note:
The drainage charge reflects a 1000 foot adjustment in
impervious surface area that reduced the amount due.

P O Box 1560
Houston, TX 77251



P4CJ6V00204529 - 806052 - 1 3 E14167 I96832

UNITED STATES ENVIRONMENTAL PROJECT
MOORE GARY WAYNE 6SF-PR
1445 ROSS #1200
DALLAS TX 75202

TOTAL AMOUNT DUE: \$0.00

Amount Paid:

Due Date:

04/20/2015

432869026018 0000000000 0000000000

GO GREEN - SAVE GREEN!

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CITY OF HOUSTON

Public Works and Engineering
Department

Utility Customer Service
P O Box 4863
Houston, Texas 77210-4863
www.houstontx.gov

March 16, 2015

UNITED STATES ENVIRONMENTA
MOORE GARY WAYNE 6SF-PR
1445 ROSS #1200
DALLAS TX 75202

Account Number 432869026018

Service Address 4904 GRIGGS RD

Reference Customer Read Program

Dear Customer

Below is your Customer Read Card for your next billing. Please enter the numbers from your meter in the six squares starting from the left. Be sure to record all digits shown on your meter and return by 03/25/2015.

You may choose any of the following three methods to send us your meter read

- 1 **Mail** - Complete the bottom portion, detach and mail in return envelope
- 2 **Fax** - Complete the bottom portion, fax to (713) 371-1349
- 3 **Call In** - Dial (713) 371-1355 and provide the following information:
Account Number, Service Address, Meter Read and your Telephone Number

Remember that your meter read must be received in our office by 03/25/2015 in order for us to bill your account accurately and timely. For billing and service inquiries, please call our Customer Service Center at 713-371-1400

Sincerely,

Utility Customer Service

ACCOUNT NUMBER	METER NUMBER	MAKE	SIZE	RETURN BY DATE	WORK CYCLE
432869026018	45748733	RW	02	03/25/2015	19

ENTER METER READING BELOW					

DATE READ _____
READ BY _____
TELEPHONE NO _____

RETURN THIS PORTION TO

Customer Read/Transients
4200 Leeland
Annex Bldg
Houston, TX 77023

UNITED STATES ENVIRONMENTA
MOORE GARY WAYNE 6SF-PR
1445 ROSS #1200
DALLAS TX 75202

INDICATE INFORMATION CHANGES

MAILING ADDRESS _____
PHONE NUMBER _____
CONTACT PERSON _____



CITY OF HOUSTON

Public Works and Engineering
Department

Utility Customer Service
P O Box 4863
Houston, Texas 77210-4863
www.houstontx.gov

March 3, 2015

UNITED STATES ENVIRONMENTA
MOORE GARY WAYNE 6SF-PR
1445 ROSS #1200
DALLAS TX 75202

Account Number 432869026018

Service Address 4904 GRIGGS RD

Reference Transient Read Program

Dear Customer.

Below is your Customer Read Card for your next billing Please enter the numbers from your meter in the six squares starting from the left Be sure to record all digits shown on your meter and return by 3/16/2015

You may choose any of the following three methods to send us your meter read.

- 1 **Mail** - Complete the bottom portion, detach and mail in return envelope.
- 2 **Fax** - Complete the bottom portion, fax to (713) 371-1122
- 3 **Call In** - Dial (713) 371-1355 and provide the following information.

Account Number, Service Address, Meter Read and your Telephone Number

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Sincerely,

Utility Customer Service

ACCOUNT NUMBER	METER NUMBER	MAKE	SIZE	RETURN BY DATE	WORK CYCLE
432869026018	45748733	RW	02	3/16/2015	19

ENTER METER READING BELOW					

DATE READ _____
READ BY _____
TELEPHONE NO _____

RETURN THIS PORTION TO

Customer Read/Transients
4200 Leeland
Houston, TX 77023

UNITED STATES ENVIRONMENTA
MOORE GARY WAYNE 6SF-PR
1445 ROSS #1200
DALLAS TX 75202

INDICATE INFORMATION CHANGES

MAILING ADDRESS _____
PHONE NUMBER _____
CONTACT PERSON _____



CITY OF HOUSTON

Public Works and Engineering
Department

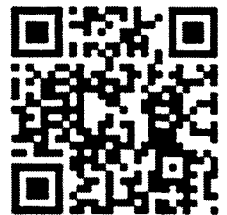
March 01, 2015

Dear Customer:

City of Houston Ordinance 2010-305 requires the Combined Utility System (CUS) to implement an annual rate adjustment to be effective April 1st of each year. The required water and wastewater rate adjustment under the ordinance for April 1, 2015 is 4.4%. This rate adjustment is based on a combination of the 2014 Houston Regional Consumer Price Index (CPI) of 2.8% plus the City of Houston's population increase, 1.6% according to the United States Census Bureau.

This annual rate adjustment is intended to help cover cost increases that impact the provision of safe, clean drinking water and the collection and treatment of wastewater. This includes operational costs as well as the costs involved in the repair and replacement of the system's aging infrastructure. The bill you receive in May will reflect a full month of the rate adjustment.

The new rate tables will be posted on the City's updated website www.houstonwater.org.



Website


Tommy McClung
Assistant Director, Utility Customer Service



CITY OF HOUSTON

Public Works and Engineering
Department

[Ciudad de Houston]

[Ministerio de Obras Públicas e Ingeniería]

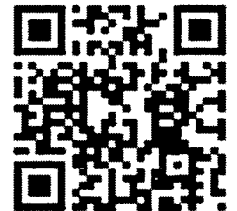
01 de Marzo de 2015

Estimado Cliente:

La Ordenanza 2010-305 de la Ciudad de Houston requiere que el Sistema de Servicios Públicos Combinados (CUS por sus siglas en inglés) implemente un ajuste al índice anual que entrará en vigencia el 1º de abril de cada año. El ajuste necesario que se aplicará a la tarifa de agua y alcantarillado conforme a la ordenanza y 4.4% será aplicado el 1º de Abril del 2015. Este ajuste se basa en una combinación del Índice de Precios al Consumidor (IPC) para la regional de Houston en el 2015 fue 2.8% y el aumento de población en Houston, 1.6% según la Oficina del Censo de los Estados Unidos.

El propósito de este ajuste al índice anual es el de ayudar a cubrir los aumentos en los costos que tienen un impacto en el suministro de agua potable segura y limpia, además de la recolección y tratamiento de aguas sucias de alcantarillas. Esto incluye los costos operativos, reparación y cambio de las partes envejecidas de la infraestructura del sistema. La factura que usted recibirá en el mes de Mayo reflejará el ajuste a la tarifa.

Las tablas con las nuevas tarifas serán publicadas en el sitio web de la Ciudad en www.houstonwater.org.



Sitio Web

Sinceramente,

Tommy McClung
Subdirector de Obras Públicas e Ingeniería



CITY OF HOUSTON

Public Works and Engineering
Department

PAY BY PHONE 713-371-1265

PAY ONLINE AT WWW.HOUSTONWATERBILLS.ORG

FOR QUESTIONS REGARDING DRAINAGE AND CIP, PLEASE VISIT WWW.REBUILDDHOUSTON.ORG

UTILITY BILL

FOR WATER AND WASTEWATER INQUIRIES, PLEASE CALL 713-371-1400

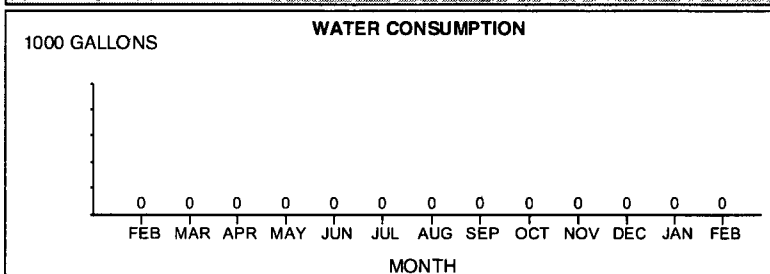
FOR DRAINAGE INQUIRIES, PLEASE CALL 713-371-1111

FOR WATER LEAKS, PLEASE CALL 311

1934 CD-3 WD-19

Account Number 4328-6902-6018		Service Address 4904 GRIGGS RD		Rate/Class TRANSIENT	Meter Size (Inches)
No. Units	Previous Reading 101	Current Reading 101 ESTIMATED		Gallons 0	Read Date 02/26/2015
Payments Received		Adjustments		Current Charges	

Previously Billed Amount 0 00	Total Payments 0 00	Total Adjustments 0 00	Total Current Charges 0 00	Total Amount Due \$0.00
Billing Date 02/27/2015		Due Date 03/19/2015		
PROPERTY DRAINAGE CHARGE:				



After 03/19/2015 a 10% late fee will be assessed on all current unpaid service charges.

Your usage has been estimated this month based on your average consumption.

The W A T E R Fund provides assistance to low income senior citizens and other low income customers who cannot afford to pay their water bills. Contributions to the W A T E R Fund can be made by checking the box on your water bill stub and including an extra dollar with your payment. Donations can also be made online at www.houstonwaterbills.org.

PAY ONLINE AT WWW.HOUSTONWATERBILLS.ORG

Return this portion with payment Write account number on all checks
Payable to CITY OF HOUSTON

\$1 00 Gift to W A T E R Fund ☐

If you have received a drainage charge please note:
The drainage charge reflects a 1000 foot adjustment in
impervious surface area that reduced the amount due.

P O Box 1560
Houston, TX 77251



P49KJ600202704 - 397436 - 1

UNITED STATES ENVIRONMENTAL PROJECT
MOORE GARY WAYNE 6SF-PR
1445 ROSS #1200
DALLAS TX 75202

TOTAL AMOUNT DUE:	\$0.00
Amount Paid	
Due Date:	03/19/2015

432869026018 0000000000 0000000000

GO GREEN - SAVE GREEN!

eBilling and online bill payment are great ways to help the City increase efficiencies. It's a quick and easy way to save time and money. You'll be helping to save our environment too!

Sign up at houstonwaterbills.org

You can now use your Visa, MasterCard, or Discover credit card or Visa or MasterCard debit cards to pay your City of Houston utility bill. Go to www.houstonwaterbills.org and follow the links to either "Create Online Profile" or "Quick Pay." If you create an online profile, you will also be able to check water usage, manage your account, and get your bill by email too!

Internet access, account verification and a valid e-mail address are required for online payments and account services. Payments may also be made through our automated telephone system at **713-371-1265**.

IMPORTANT INFORMATION ABOUT YOUR RIGHTS AND RESPONSIBILITIES AS A CITY OF HOUSTON UTILITY CUSTOMER

To ensure that you receive regular updates from the City of Houston regarding your account, it is necessary to keep all contact information current on your water/sewer accounts including phone numbers, e-mail addresses, etc. Commercial and multi-family customers must request changes in writing.

The City of Houston has installed electronic meter reading devices throughout the city in order to obtain your meter reads for billing. It is a violation of City Ordinance and State Law to tamper or damage the water service connection. If damage or tampering is noted, fines may be assessed. Please ensure the water meter box and its contents are left unobstructed and undisturbed.

If you feel that you have been incorrectly billed for water or sewer services, or are unsatisfied with a correction to your bill, you have the right to an administrative review or informal hearing to address your complaint. A complaint must be filed within 90 days from the date of the first disputed bill. If you are waiting for a decision on a bill adjustment, you must continue to pay your current bill(s) while awaiting resolution of your adjustment to avoid interruption of your service, additional penalties, and/or late fees.

Hearings will not be provided for requests that are inconsistent with City Ordinance Sec. 47-70.1, such as denial or the amount of assistance from the W A T E R Fund, terms of deferred payment agreements, customers' inability to pay for services, the amount of deposit required, or the rate schedule. Please visit our website at www.houstonwaterbills.org for a complete list of non-disputable items.

Allowing your account to fall into delinquent status for any reason may result in additional fees, additional deposit requirements, and/or termination of service. **In the event service is disconnected, service may not be reinstated for one to two business days after the account has been paid in full or satisfactory arrangements have been made.**

If your services are in danger of termination because you cannot pay, you may be eligible for assistance from the W A T E R Fund. Proof of income is required and assistance is subject to availability of funds.



CITY OF HOUSTON

Public Works and Engineering
Department

Utility Customer Service
P O Box 4863
Houston, Texas 77210-4863
www.houstontx.gov

February 16, 2015

UNITED STATES ENVIRONMENTAL
MOORE GARY WAYNE 6SF-PR
1445 ROSS #1200
DALLAS TX 75202

Account Number 432869026018

Service Address 4904 GRIGGS RD

Reference: Customer Read Program

Dear Customer:

Below is your Customer Read Card for your next billing. Please enter the numbers from your meter in the six squares starting from the left. Be sure to record all digits shown on your meter and return by 02/25/2015.

You may choose any of the following three methods to send us your meter read:

1. **Mail** - Complete the bottom portion, detach and mail in return envelope.
2. **Fax** - Complete the bottom portion, fax to (713) 371-1349
3. **Call In** - Dial (713) 371-1355 and provide the following information:
Account Number, Service Address, Meter Read and your Telephone Number

Remember that your meter read must be received in our office by 02/25/2015 in order for us to bill your account accurately and timely. For billing and service inquiries, please call our Customer Service Center at 713-371-1400.

Sincerely,

Utility Customer Service

ACCOUNT NUMBER	METER NUMBER	MAKE	SIZE	RETURN BY DATE	WORK CYCLE
432869026018	45748733	RW	02	02/25/2015	19

ENTER METER READING BELOW					

DATE READ _____
READ BY _____
TELEPHONE NO _____

RETURN THIS PORTION TO

Customer Read/Transients
4200 Leeland
Annex Bldg
Houston, TX 77023

UNITED STATES ENVIRONMENTAL
MOORE GARY WAYNE 6SF-PR
1445 ROSS #1200
DALLAS TX 75202

INDICATE INFORMATION CHANGES

MAILING ADDRESS _____
PHONE NUMBER _____
CONTACT PERSON _____



CITY OF HOUSTON

Public Works and Engineering
Department

Utility Customer Service
P O Box 4863
Houston, Texas 77210-4863
www.houstontx.gov

February 3, 2015

UNITED STATES ENVIRONMENTAL
MOORE GARY WAYNE 6SF-PR
1445 ROSS #1200
DALLAS TX 75202

Account Number: 432869026018

Service Address 4904 GRIGGS RD

Reference. Transient Read Program

Dear Customer

Below is your Customer Read Card for your next billing. Please enter the numbers from your meter in the six squares starting from the left. Be sure to record all digits shown on your meter and return by 2/16/2015.

You may choose any of the following three methods to send us your meter read:

1. **Mail** - Complete the bottom portion, detach and mail in return envelope.
2. **Fax** - Complete the bottom portion, fax to (713) 371-1122.
3. **Call In** - Dial (713) 371-1355 and provide the following information:
Account Number, Service Address, Meter Read and your Telephone Number.

Remember that your meter read must be received in our office by in order for us to bill your account accurately and timely. For billing and service inquiries, please call our Customer Service Center at 713-371-1400.

Sincerely,

Utility Customer Service

ACCOUNT NUMBER	METER NUMBER	MAKE	SIZE	RETURN BY DATE	WORK CYCLE
432869026018	45748733	RW	02	2/16/2015	19

ENTER METER READING BELOW					

DATE READ _____
READ BY _____
TELEPHONE NO _____

RETURN THIS PORTION TO

Customer Read/Transients
4200 Leeland
Houston, TX 77023

UNITED STATES ENVIRONMENTAL
MOORE GARY WAYNE 6SF-PR
1445 ROSS #1200
DALLAS TX 75202

INDICATE INFORMATION CHANGES

MAILING ADDRESS _____
PHONE NUMBER _____
CONTACT PERSON _____



CITY OF HOUSTON

Public Works and Engineering
Department

PAY BY PHONE 713-371-1265

PAY ONLINE AT WWW.HOUSTONWATERBILLS.ORG

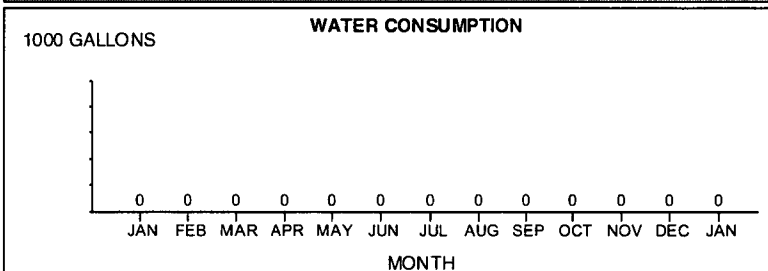
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UTILITY BILL

FOR WATER AND WASTEWATER INQUIRIES, PLEASE CALL 713-371-1400
FOR DRAINAGE INQUIRIES, PLEASE CALL 713-371-1111
FOR WATER LEAKS, PLEASE CALL 311

2454 CD-3 WD-19

Account Number 4328-6902-6018		Service Address 4904 GRIGGS RD		Rate/Class TRANSIENT	Meter Size (Inches)
No. Units	Previous Reading 101	Current Reading 101 ESTIMATED		Gallons 0	Read Date 01/29/2015
Payments Received		Adjustments		Current Charges	
Previously Billed Amount 0 00	Total Payments 0 00	Total Adjustments 0 00	Total Current Charges 0 00	Total Amount Due \$0.00	
Billing Date		01/30/2015		Due Date	02/19/2015
PROPERTY DRAINAGE CHARGE					



After 02/19/2015 a 10% late fee will be assessed on all current unpaid service charges

Your usage has been estimated this month based on your average consumption

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PAY ONLINE AT WWW.HOUSTONWATERBILLS.ORG

Return this portion with payment Write account number on all checks
Payable to CITY OF HOUSTON

\$1 00 Gift to W A T E R Fund ☐

If you have received a drainage charge please note:
The drainage charge reflects a 1000 foot adjustment in
impervious surface area that reduced the amount due.

P O Box 1560
Houston, TX 77251



P4719I00203331 - 945034 - 1

UNITED STATES ENVIRONMENTAL PROJECT
MOORE GARY WAYNE 6SF-PR
1445 ROSS #1200
DALLAS TX 75202

TOTAL AMOUNT DUE:	\$0.00
Amount Paid.	
Due Date:	02/19/2015

432869026018 0000000000 0000000000

GO GREEN - SAVE GREEN!

eBilling and online bill payment are great ways to help the City increase efficiencies. It's a quick and easy way to save time and money. You'll be helping to save our environment too!

Sign up at houstonwaterbills.org

You can now use your Visa, MasterCard, or Discover credit card or Visa or MasterCard debit cards to pay your City of Houston utility bill. Go to www.houstonwaterbills.org and follow the links to either "Create Online Profile" or "Quick Pay". If you create an online profile, you will also be able to check water usage, manage your account, and get your bill by email too!

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IMPORTANT INFORMATION ABOUT YOUR RIGHTS AND RESPONSIBILITIES AS A CITY OF HOUSTON UTILITY CUSTOMER

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If your services are in danger of termination because you cannot pay, you may be eligible for assistance from the W A T E R Fund. Proof of income is required and assistance is subject to availability of funds.



CITY OF HOUSTON

Public Works and Engineering
Department

Utility Customer Service
P O Box 4863
Houston, Texas 77210-4863
www.houstontx.gov

January 16, 2015

UNITED STATES ENVIRONMENTAL
MOORE GARY WAYNE 6SF-PR
1445 ROSS #1200
DALLAS TX 75202

Account Number 432869026018

Service Address: 4904 GRIGGS RD

Reference: Customer Read Program

Dear Customer

Below is your Customer Read Card for your next billing. Please enter the numbers from your meter in the six squares starting from the left. Be sure to record all digits shown on your meter and return by 01/28/2015.

You may choose any of the following three methods to send us your meter read.

1. **Mail** - Complete the bottom portion, detach and mail in return envelope
2. **Fax** - Complete the bottom portion, fax to (713) 371-1349.
3. **Call In** - Dial (713) 371-1355 and provide the following information.
Account Number, Service Address, Meter Read and your Telephone Number

Remember that your meter read must be received in our office by 01/28/2015 in order for us to bill your account accurately and timely. For billing and service inquiries, please call our Customer Service Center at 713-371-1400

Sincerely,

Utility Customer Service

ACCOUNT NUMBER	METER NUMBER	MAKE	SIZE	RETURN BY DATE	WORK CYCLE
432869026018	45748733	RW	02	01/28/2015	19

ENTER METER READING BELOW					

DATE READ _____
READ BY _____
TELEPHONE NO _____

RETURN THIS PORTION TO

Customer Read/Transients
4200 Leeland
Annex Bldg
Houston, TX 77023

UNITED STATES ENVIRONMENTAL
MOORE GARY WAYNE 6SF-PR
1445 ROSS #1200
DALLAS TX 75202

INDICATE INFORMATION CHANGES

MAILING ADDRESS _____
PHONE NUMBER _____
CONTACT PERSON _____



CITY OF HOUSTON

Public Works and Engineering
Department

Utility Customer Service
P O Box 4863
Houston, Texas 77210-4863
www.houstontx.gov

January 5, 2015

UNITED STATES ENVIRONMENTA
MOORE GARY WAYNE 6SF-PR
1445 ROSS #1200
DALLAS TX 75202

Account Number: 432869026018

Service Address 4904 GRIGGS RD

Reference. Transient Read Program

Dear Customer

Below is your Customer Read Card for your next billing. Please enter the numbers from your meter in the six squares starting from the left. Be sure to record all digits shown on your meter and return by 1/16/2015

You may choose any of the following three methods to send us your meter read:

- 1 **Mail** - Complete the bottom portion, detach and mail in return envelope.
- 2 **Fax** - Complete the bottom portion, fax to (713) 371-1122.
3. **Call In** - Dial (713) 371-1355 and provide the following information
Account Number, Service Address, Meter Read and your Telephone Number

Remember that your meter read must be received in our office by in order for us to bill your account accurately and timely. For billing and service inquiries, please call our Customer Service Center at 713-371-1400

Sincerely,

Utility Customer Service

ACCOUNT NUMBER	METER NUMBER	MAKE	SIZE	RETURN BY DATE	WORK CYCLE
432869026018	45748733	RW	02	1/16/2015	19

ENTER METER READING BELOW					

DATE READ _____
READ BY _____
TELEPHONE NO _____

RETURN THIS PORTION TO

Customer Read/Transients
4200 Leeland
Houston, TX 77023

UNITED STATES ENVIRONMENTA
MOORE GARY WAYNE 6SF-PR
1445 ROSS #1200
DALLAS TX 75202

INDICATE INFORMATION CHANGES

MAILING ADDRESS _____
PHONE NUMBER _____
CONTACT PERSON _____



CITY OF HOUSTON

Public Works and Engineering
Department

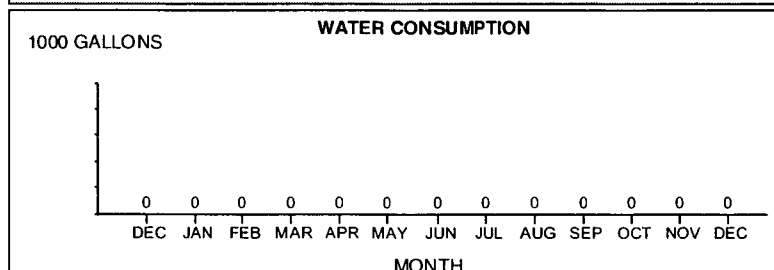
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UTILITY BILL

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FOR DRAINAGE INQUIRIES PLEASE CALL 713-371-1111
FOR WATER LEAKS PLEASE CALL 311

7822 CD-3 WD-19

Account Number		Service Address		Rate/Class	Meter Size (Inches)
4328-6902-6018		4904 GRIGGS RD		TRANSIENT	
No. Units	Previous Reading	Current Reading		Gallons	Read Date
	101	101		0	12/29/2014
Payments Received		Adjustments		Current Charges	
				DEPOSIT 1000 00	
Previously Billed Amount		Total Payments		Total Amount Due	
0 00		0 00		0 00	
Billing Date		12/30/2014		Due Date	
				01/20/2015	
PROPERTY DRAINAGE CHARGE.					



PAY ONLINE AT WWW.HOUSTONWATERBILLS.ORG

After 01/20/2015 a 10% late fee will be assessed
on all current unpaid service charges

Please remember to add your W A T E R Fund pledge
to the Total Amount Due

If you have not pledged and would like to make a contribution to the
W A T E R Fund, check the box on the return portion of this bill
below and include an extra dollar with your payment Contributions
can also be made online at www.houstonwaterbills.org

We would like to thank everyone who has made a pledge or
contribution to the Fund

Return this portion with payment Write account number on all checks
Payable to CITY OF HOUSTON

\$1 00 Gift to W A T E R Fund ☐

If you have received a drainage charge please note.
The drainage charge reflects a 1000 foot adjustment in
impervious surface area that reduced the amount due.

P O Box 1560
Houston, TX 77251



P4409L00304836 - 510138 - 1

UNITED STATES ENVIRONMENTAL PROJECT
MOORE GARY WAYNE 6SF-PR
1445 ROSS #1200
DALLAS TX 75202

TOTAL AMOUNT DUE:

\$0.00

Amount Paid.

Due Date:

01/20/2015

432869026018 0000000000 0000000000

GO GREEN - SAVE GREEN!

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CITY OF HOUSTON

Public Works and Engineering
Department

Utility Customer Service
P O Box 4863
Houston, Texas 77210-4863
www.houstontx.gov

December 15, 2014

UNITED STATES ENVIRONMENTA
MOORE GARY WAYNE 6SF-PR
1445 ROSS #1200
DALLAS TX 75202

Account Number: 432869026018

Service Address: 4904 GRIGGS RD

Reference: Customer Read Program

Dear Customer

Below is your Customer Read Card for your next billing. Please enter the numbers from your meter in the six squares starting from the left. Be sure to record all digits shown on your meter and return by 12/26/2014

You may choose any of the following three methods to send us your meter read:

- 1 **Mail** - Complete the bottom portion, detach and mail in return envelope
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- 3 **Call In** - Dial (713) 371-1355 and provide the following information
Account Number, Service Address, Meter Read and your Telephone Number.

Remember that your meter read must be received in our office by 12/26/2014 in order for us to bill your account accurately and timely. For billing and service inquiries, please call our Customer Service Center at 713-371-1400

Sincerely,

Utility Customer Service

ACCOUNT NUMBER	METER NUMBER	MAKE	SIZE	RETURN BY DATE	WORK CYCLE
432869026018	45748733	RW	02	12/26/2014	19

ENTER METER READING BELOW					

DATE READ _____
READ BY _____
TELEPHONE NO _____

RETURN THIS PORTION TO

Customer Read/Transients
4200 Leeland
Annex Bldg
Houston, TX 77023

UNITED STATES ENVIRONMENTA
MOORE GARY WAYNE 6SF-PR
1445 ROSS #1200
DALLAS TX 75202

INDICATE INFORMATION CHANGES

MAILING ADDRESS _____
PHONE NUMBER _____
CONTACT PERSON _____



CITY OF HOUSTON

Public Works and Engineering
Department

Utility Customer Service
P O Box 4863
Houston, Texas 77210-4863
www.houstontx.gov

December 2, 2014

UNITED STATES ENVIRONMENTAL
MOORE GARY WAYNE 6SF-PR
1445 ROSS #1200
DALLAS TX 75202

Account Number: 432869026018

Service Address 4904 GRIGGS RD

Reference: Transient Read Program

Dear Customer

Below is your Customer Read Card for your next billing. Please enter the numbers from your meter in the six squares starting from the left. Be sure to record all digits shown on your meter and return by 12/16/2014.

You may choose any of the following three methods to send us your meter read:

1. **Mail** - Complete the bottom portion, detach and mail in return envelope.
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3. **Call In** - Dial (713) 371-1355 and provide the following information:
Account Number, Service Address, Meter Read and your Telephone Number.

Remember that your meter read must be received in our office by 12/16/2014 in order for us to bill your account accurately and timely. For billing and service inquiries, please call our Customer Service Center at 713-371-1400.

Sincerely,

Utility Customer Service

ACCOUNT NUMBER	METER NUMBER	MAKE	SIZE	RETURN BY DATE	WORK CYCLE
432869026018	45748733	RW	02	12/16/2014	19

ENTER METER READING BELOW					

DATE READ _____
READ BY _____
TELEPHONE NO. _____

RETURN THIS PORTION TO

Customer Read/Transients
4200 Leeland
Houston, TX 77023

UNITED STATES ENVIRONMENTAL
MOORE GARY WAYNE 6SF-PR
1445 ROSS #1200
DALLAS TX 75202

INDICATE INFORMATION CHANGES

MAILING ADDRESS _____
PHONE NUMBER _____
CONTACT PERSON _____



CITY OF HOUSTON

Public Works and Engineering
Department

Utility Customer Service
P O Box 4863
Houston, Texas 77210-4863
www.houstontx.gov

November 4, 2014

UNITED STATES ENVIROMENTAL
MOORE GARY WAYNE 6SF-PR
1445 ROSS #1200
DALLAS TX 75202

Account Number 432869026018

Service Address. 4904 GRIGGS RD

Reference: Transient Read Program

Dear Customer:

Below is your Customer Read Card for your next billing. Please enter the numbers from your meter in the six squares starting from the left. Be sure to record all digits shown on your meter and return by 11/16/2014.

You may choose any of the following three methods to send us your meter read:

1. **Mail** - Complete the bottom portion, detach and mail in return envelope.
2. **Fax** - Complete the bottom portion, fax to (713) 371-1349.
3. **Call In** - Dial (713) 371-1355 and provide the following information:
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432869026018	45748733	RW	02	11/16/2014	19

ENTER METER READING BELOW					

DATE READ _____
READ BY _____
TELEPHONE NO _____

RETURN THIS PORTION TO

Customer Read/Transients
4200 Leeland
Annex Bldg
Houston, TX 77023

UNITED STATES ENVIROMENTAL
MOORE GARY WAYNE 6SF-PR
1445 ROSS #1200
DALLAS TX 75202

INDICATE INFORMATION CHANGES

MAILING ADDRESS _____
PHONE NUMBER _____
CONTACT PERSON _____